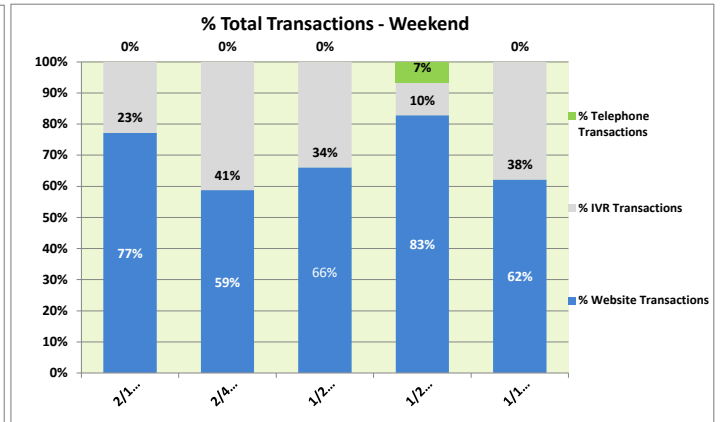
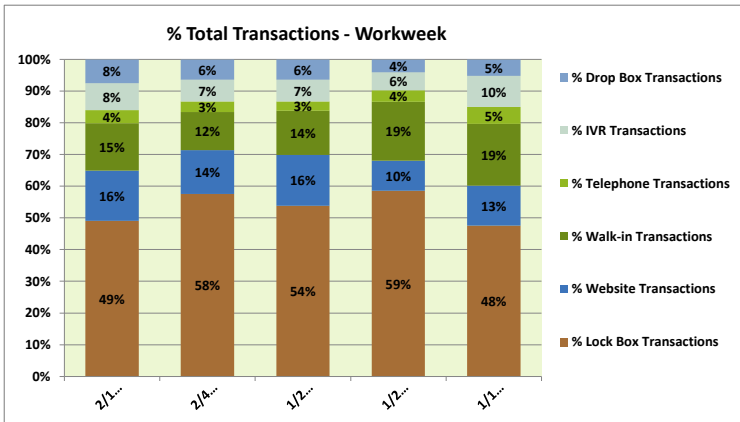


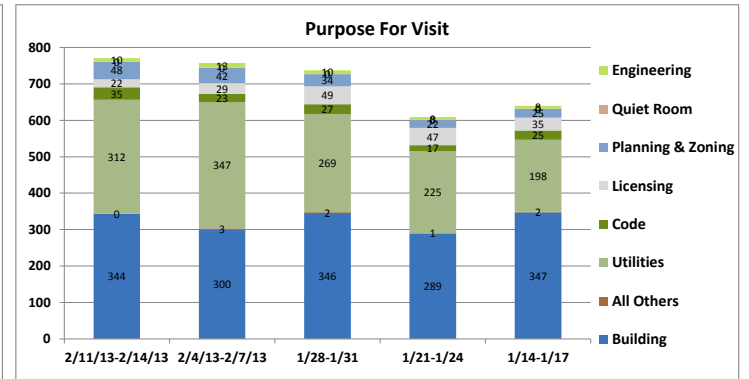
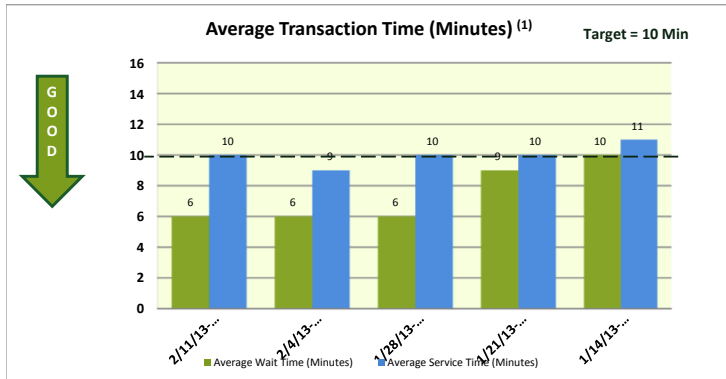


Customer Service - Weekly Performance Report

February 11, 2013 - February 14, 2013



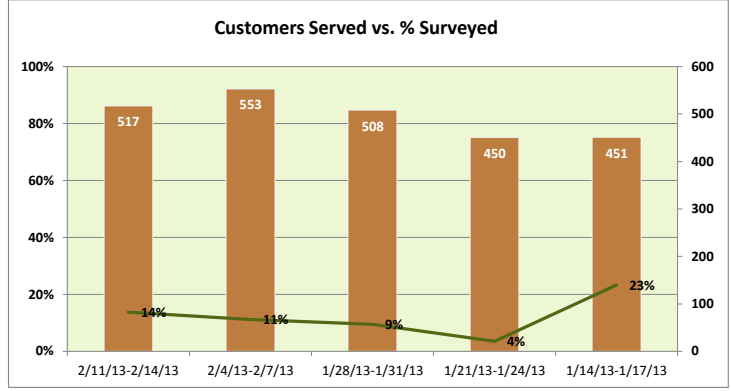
Customer Service	MEASURE	2/11/13-2/14/13	2/4/13-2/7/13	1/28/13-1/31/13	1/21/13-1/24/13	1/14/13-1/17/13	FYTD 2013
Provides Customers with convenient service options	Workweek:						
	Lock Box Transactions	1,693	2,667	1,956	1,424	1,101	42,314
	Website Transactions	548	640	580	231	293	11,246
	Walk-in Transactions	517	553	508	450	451	9,813
	Telephone Transactions	144	155	104	89	123	2,792
	IVR Transactions	290	318	250	137	227	5,259
	Drop Box Transactions	261	298	233	100	121	4,314
	Total Workweek Transactions	3,453	4,631	3,631	2,431	2,316	75,738
	Weekend:						
	Telephone Transactions	0	0	0	12	0	28
	IVR Transactions	16	137	130	19	84	1,657
	Website Transactions	54	195	253	150	138	3,199
	Total Weekend Transactions	70	332	383	181	222	4,884
	Grand Total	3,523	4,963	4,014	2,612	2,538	80,622



Provides Walk-in Customers with fast and accurate service delivery (2)	Walk-in Transactions	517	553	508	450	451	9,813
	Percent Walk-in Customers to Total Customers	15%	12%	14%	19%	19%	13%
	Average Service Time (Minutes)(1)	10	9	10	10	11	9
	Average Wait Time (Minutes)	6	6	6	9	10	9
	% Wait Time < or = 5 Minutes	60%	64%	57%	41%	45%	50%
	% Wait Time > or = 30 Minutes	3%	3%	3%	9%	9%	10%

Customer Service - Weekly Performance Report

February 11, 2013 - February 14, 2013



Meets Walk-In Customer Expectations	Customer Satisfaction Rating (2)	97%	92%	100%	100%	94%	97%
Overall		97%					

This metric calculated by the weighted average method based on survey responses. Will be replaced by actual averages upon implementation of queuing software.

Note (1) New Lobby Registration System implemented 04/09/12

Note (2) New In-Lobby survey began in October 2011 for walk-in customers only

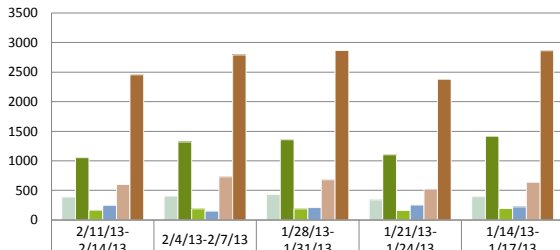
Data as of: February 14, 2013
8:34:17 PM



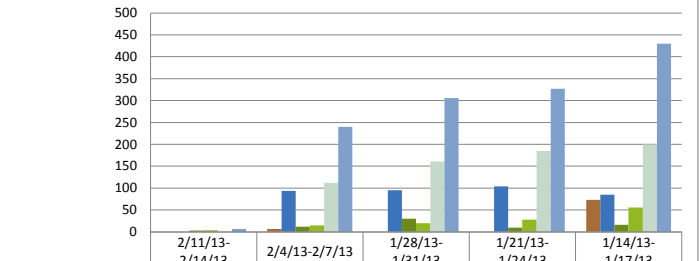
Customer Service - Weekly Performance Report

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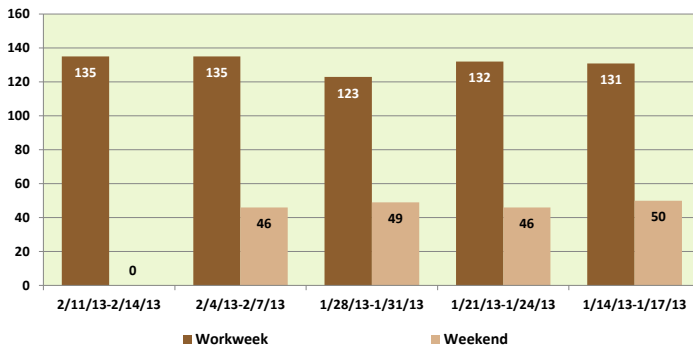
Calls Volumes (Business Hours)



Call Volumes (Weekend)

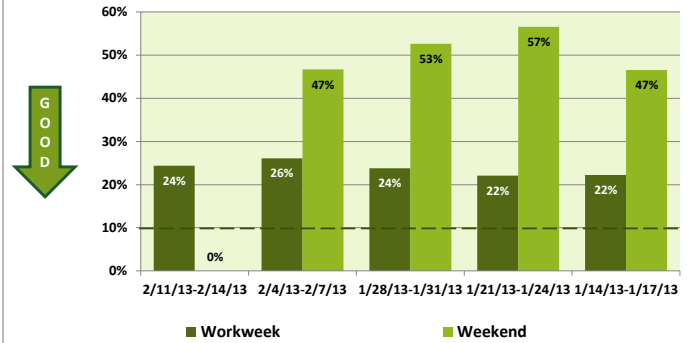


Average Call Duration (Seconds)



% Abandoned Calls

Target = 10%



Customer Service

MEASURE

2/11/13-2/14/13

2/4/13-2/7/13

1/28/13-1/31/13

1/21/13-1/24/13

1/14/13-1/17/13

FYTD 2013

Workweek:

Calls Handled	390	404	431	341	392	9,641
% Abandoned Calls	24%	26%	24%	22%	22%	24%
Average Call Duration (Seconds)	135	135	123	132	131	190

Weekend:

Calls Handled	0	7	0	0	73	1215
% Abandoned Calls	0%	47%	53%	57%	47%	30%
Average Call Duration (Seconds)	0	46	49	46	50	38

Responds quickly and efficiently to Customer telephone calls and inquires